



Licensed Child Caring Agency Site Visit Report Day Treatment

Licensee: Trillium Family Services
Executive Director: Kim Scott
Program Director: Lana Shotwell (Edwards)
Chi Malone (North Point)

Board Chairperson: Eric Hunter
Date of site visit: August 24-25th, 2021
Licensing Coordinator: Todd Cooley

Other Regulatory or Accrediting Agencies: OHA

Program Compliance: The program is or will be compliant with OAR 413-215-0001 to 413-215-0131, Licensing Umbrella Rules, and OAR 413-215-0801 to 413-215-0856, Licensing Day Treatment Agencies. Personnel records were reviewed and compliance with required background checks was documented for employees in all programs.

Program Description(s):

Edwards Schools is a day treatment program in the Portland area. Teachers are from the Portland Public School District.

North Point is located on the Children's Farm Home Campus and is a collaborative program that specializes in individual, family, and group therapy; group skills training, psychiatric oversight; treatment planning; care coordination; and educational services to students 5-18 who experience emotional or behavioral difficulties impacting their ability to be successful in school and home environments

Capacity and Age Range:

Edwards Day Treatment – 32 ages 5-17

North Point Day Treatment – 24 ages 5-17

Funding sources:

Edwards Day Treatment – OHP and private insurance

North Point Day Treatment – OHP and private insurance

Contracts and sources for referrals:

Edwards Day Treatment and Northpoint Day Treatment

Contracts:

- CareOregon (Columbia Pacific CCO, Jackson Care Connect)
- CareOregon (Health Share of Oregon)
- Cascade Health Alliance
- GOBHI (Eastern Oregon CCO)
- InterCommunity Health Network CCO
- Options for Southern Oregon (AllCare Josephine, Jackson and Douglas counties)
- PacificSource Community Solutions
- SW Oregon IPA (Advanced Health CCO (Western Oregon Advanced Health))
- Trillium Community Health Plan
- Umpqua Health Alliance
- Yamhill County Care Organization

Referral Sources:

- Hospitals
- Emergency departments
- Outpatient treatment teams (therapist, psychiatrist, pediatrician, DD services)
- CCO care coordinators
- County Wraparound facilitators
- Commercial insurance companies
- Oregon Youth Authority
- Other residential providers
- Direct contact from family/guardian
- Direct contact from DHS caseworker
- Internal referral from other levels of TFS care

Average length of stay:

Edwards Day Treatment – 72 days

North Point Day Treatment – 57 days

Average daily population served:

Edwards Day Treatment – 38

North Point Day Treatment – 18

Number of children served annually:

Edwards Day Treatment – 110

North Point Day Treatment – 80

Interviews, Observations:

Edwards Day Treatment – A walkthrough was conducted as part of the license renewal on 8/24/21, however no students were present due to a Covid quarantine. The facility was clean and in good repair. On this day there were no staff with access to the med cart, and the posted menu only listed the main course and not the full meal. On 9/2/21 the Edwards Day Treatment med cart was accessed and in order. The menus had already been modified to include the entire meal. Two students were also interviewed as part of the review.

The first student interviewed had been attending day treatment at Edwards for approximately a month. When asked about safety, peers and staff, student stated they feel safe in the program and really like both peers and teachers. Rebecca was their favorite staff. They said the food was really good, enchiladas being their favorite, and they get plenty to eat as well as snacks. Stated there are daily groups for the students, and they were enjoyable. For recreation they have access to the library, gym and music room. Student was knowledgeable about their plan and stated they would get to discharge when they were able to show good behavior consistently. They had nothing they felt staff could improve on and said everything was really good.

Second student had been at Edwards for a few weeks, but one of those weeks included the quarantine. They stated all of the teachers were really nice and was excited the principal had actually been their 6th grade math teacher. They really enjoyed schooling at Parry Center School as well stating it saved them from having to re-take their freshman year. They feel safe in the program and like all of the staff. They stated students get an adequate amount of physical activity but would like to see additional physical activity time. They really appreciated the art groups and spoke of watching/learning Bob Ross. The food is really good, and snacks are readily available. There were no comments on areas of improvement other than more physical activity. On what Edwards does well, student said they do a good job of remembering individual triggers and commented on how a staff member altered a music playlist without even being asked to remove an artist that was triggering. They stated the therapy sessions were amazing (works with Lee) and meets once a week individually and once a week with their family.

North Point Day Treatment – A walkthrough of North Point was conducted as part of the license renewal on 8/25/21. The program was clean and in good repair. Attempts to interview youth resulted in meeting with two youth who were agreeable to talk. The first student had been there about a month and once they realized they were not going to be able to talk to a preferred person decided they no longer wanted to speak with me. Several attempts to build rapport and continue the conversation failed.

A second youth was interviewed with slightly better results. They had only been at the program for about a week, but enjoyed being in the classroom. They were working on math, geography, art and literature. They were currently very engrossed in their math multiplication worksheet. When asked if they felt safe in the program and if they were comfortable with their teachers and peers, the student's expression changed and they began to focus on their home life. The student began to repeatedly state they were concerned about going home. After unsuccessfully trying to obtain some additional specifics about why they didn't want to go home, staff were summoned and informed of the minimal information available

and that the youth would need a check-in due to their change in behavior and expression. No further information about the program was able to be obtained, and no other youth wished to speak.

Program Strengths (per program):

Edwards Day Treatment – Provide a safe transition point for many children coming out of higher levels of care, which is especially important with shorter lengths of stay in residential. They continue to be able to manage high acuity and support clients to transition back into the community safely.

North Point Day Treatment – One significant success is we have been able to navigate opening and supporting clients through COVID. Additionally, we have been able to collaborate well with LBL ESD to provide educational services during our day treatment day, safely through the pandemic.

Program Challenges (per program):

Edwards Day Treatment – The building presents some challenges, because it shares space with a community park, and has often had to contend with adolescents skating on their property, including the roof, as well as having to clean up after people, who have taken refuge in the park. At times, the building has also been subject to graffiti. We will need to continue to assess how best to reduce the impact of these environmental impacts on the client care.

North Point Day Treatment – COVID-19 precautions have impacted some of our programming and have had to adjust census to support social distancing. We have also struggled to maintain a consistent psychiatrist for the program as well the acuity of clients. We are still on a paper MAR.

Changes that have occurred in the last 2 years:

Edwards Day Treatment – None

North Point Day Treatment – None

Lawsuits: None

Grievances and complaints filed in the last two years: On file with CCLP

Corrective Actions and Timeframes: Please submit the following to verify compliance.

Within 45 days of receipt of this report Trillium Family Services must submit a letter of verification indicating the agency is in compliance with the specific rules cited above and describing how compliance will be maintained going forward. Along with the letter of verification, the agency must

submit any and all specific documentation requested in the body of this report. The letter of verification and any additional requested documents can be emailed directly to Todd Cooley, todd.cooley@dhsosha.state.or.us or sent by regular mail to the following address:

Department of Human Services, Children's Care Licensing Program
Attn: Todd Cooley
201 High St SE, Suite 500
Salem, OR 97301

Exceptions: None

Changes in License: Edwards Day Tx capacity reduced from 35 to 32.

Summary of Review					
Program and Services 413-215-0011(2)	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
Program and services are in scope of license	X				
Governance – Board Responsibilities 413-215-0021	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(1)(a) Minimum of 5 board members	X				
(2)(f) Formally evaluate the exec. Director's performance annually	X				
(2)(g) Approves annual budget	X				
(2)(h) Obtain and review an annual independent financial review or audit of financial records.	X				
(2)(k) Written quality improvement program	X				
(2)(l) Meeting minutes	X				
Executive Director or Program Director 413-215-0021	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(3)(a) knowledge of requirements for providing care and treatment appropriate to programs	X				
(3)(g) Approval from BCU	X				
Discipline, Behavior Management, and Suicide Prevention 413-215-0076	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(3) Agency uses appropriate and positive methods of behavior management and nationally recognized non-violent crisis intervention	X				

(3)(b)(C) Agency does not use chemical and mechanical restraint (excluding medically necessary devices/prescriptions)	X				
(3)(c) Agency uses appropriate time-out rooms (adequate space, heat, light and ventilation and is not capable of locking) and documents use in child's record when applicable			X		
(3)(e) Agency uses seclusion appropriately/consistent with policy			X		
(4) Agency has adequate plan in place to respond to suicidal behavior/warning signs	X				
Contractors (if applicable) 413-215-0061(6)	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(a) Agency ensures the contractor meets the requirements of this rule and Chapter 413 division 215			X		
(b)(B) Contract includes the following: (i) Services provided (ii) Contractor fees (iii) Disclosure of information from contractor to agency (iv) Lines of authority (v) Adherence to rules, including background check (vi) Any liability of the agency for acts of the contractor, rights of indemnity and limitations on liability			X		
Supplemental Information Provided by CCA	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
Documents as indicated on the form titled "Renewal Licensing Required Documents"		X			
Documents as indicated on form titled "Required Financial Documents and Information"	X				
All required policies and procedures as identified in the "Umbrella Rules"		X		Missing conflict of interest policy	
All required policies and procedures as identified in "Agency Type Specific Rules"		X		Missing policy for protecting children from potentially harmful materials	
Educational Services 413-215-0856	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
School is accredited Accrediting body Portland Public Schools	X				

(2) 1:15 ratio for qualified teacher/children	X				
(4) Secondary schools – verification provided that meets academic standards to obtain admission to higher education and receive high school diploma or GED			X		
Physical Plant	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
413-215-0046(3)(a) Foster Rights Posted (if children in DHS custody)	X				
413-215-0051(1) Sufficient safe space, equipment, and office equipment.	X				
413-215-0816(8)(e) Adequate in size and arrangement for programs offered	X				
413-215-0091(12) License is posted in common area at each facility	X				
413-215-0001(5)(d) & 0816(9)(a)&(b) Adequate furnishings and personal items; storage for personal items	X				
413-215-0816(2) Buildings are smoke free, clean and in good repair	X				
413-215-0816(3) Rooms are free of harmful drafts, odors, and excessive noise	X				
413-215-0816(4) Rooms are adequate in size and arrangement	X				
413-215-0816(5) System provides a continuous supply of hot and cold water	X				
413-215-0816(7) Building is well ventilated and room temperature is within a normal comfort range	X				
Bathrooms 413-215-0816(8)(a)	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(A) 1:15 ratio for toilets	X				
(B) 1:2 ratio for sinks to toilets. Hand-washing sink not used for food prep	X				
(C) Hot and cold running water, soap, and approved hand drying options	X				
(D) Individual privacy	X				
(E) Permanently wired fixtures	X				
(F) Window covering			X		
(G) Mirror, permanently affixed	X				
(H) Adequate ventilation	X				
Room and Space Requirements 413-215-0816	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(8)(A)(B) Laundry is separate from food storage, kitchen and dining			X		

(8)(c) Separate storage areas are provided for food, kitchen supplies, utensils, clean linens, soiled linens and clothing, cleaning supplies and equip, poisons, chemicals, outdoor recreational and maintenance equipment	X				
(8)(g) Recreational activity area is protected from vehicles and other hazards and of a size and availability appropriate to the age and needs of children in care	X				
(8)(f) Time out rooms have adequate space, heat, light and ventilation and is not capable of locking			X		
Food Service area 413-215-0816(8)(d)	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(A) Areas used for storage, food preparation, and dish washing are separate from child-caring areas	X			For Edwards Day Tx only. Northpoint students are served at or from the Children's Farm Home cafeteria.	
(B) Walls, floors are easily cleanable	X				
(C) Equipment and utensils are easily cleanable, durable, nontoxic, and kept clean	X				
(D) Equipment is easy to clean beneath, between and behind	X				
Food Services 413-215-0831	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(1)(a) Meals are arranged daily, consistent with normal mealtimes that occur during the hours of operation	X				
(b) Menus are prepared in advance in accordance with USDA guidelines, provide a variety of foods and are adjusted for seasonal changes.	X				
(b) Menus are maintained for at least 6 months	X				
(c) Drinking water is freely available	X				
(2)(a) Food is stored, prepared & served in a sanitary manner	X				
(2)(c) & (d) Food products are obtained from commercial suppliers (exception of fruits & vegetables), unpasteurized juice is prohibited, and only Grade A pasteurized and fortified milk in appropriate container.	X				
(2)(e) Children are supervised when in the food-preparation area			X		

Safety 413-215-0836	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(2)(a) Written emergency plan	X				
(2)(b) Telephone numbers for local police and fire are posted near all telephones	X				
(2)(c) Operative flashlights sufficient in number are readily available to staff	X				
(3)(a) Evacuation drill occurs monthly under varying conditions, is retained 2 years and contains; (A) identity of person conducting drill (B) date & time (C) notification method (D) staff participating (E) # of children & staff evacuated (F) special conditions simulated (G) problems encountered (H) time to complete	X				
Safety – Transportation 413-215-0836(5)	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(b) Vehicle has insurance policy, is smoke free, safe operating condition, and has first aid kit and fire extinguisher 2-A:10-BC	X				
Medication 413-215-0846	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(2)&(5)(e) Medications have a prescription and are stored in the original container with prescription label	X				
(5) Medications are kept in locked storage	X				
(6) Medications are disposed in accordance with state and federal law	X				
(7) Written record of the disposal of medications is maintained (description, name, reason, method, staff & witness signature)	X				
(8) Written record of the administration of medication includes: (a) name (b) description (c) dates & times (d) missed doses (e) medication disposed (f) method of administration (g) ID of person administering (h) possible adverse reactions	X				

(i) medication taken outside facility					
Staff Qualifications and Minimum Staffing Requirements 413-215-0811	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(1) Teachers are licensed in accordance with Teachers Standards and Practices Commission	X				
(2) A qualified clinical supervisor directs the clinical program and supervises clinical staff	X				
(3) Mental health service delivery staff meet the qualifications in OAR 309-022-0125	X				
(4) Sufficient QMHP and other staff to meet the severity and acuity of children served. Does not exceed 1:12 QMHP Current Ratios 1:3	X				
413-215-0001(5)(f) Ensures safety and adequate supervision	X				
413-215-0001(5)(c) Engages in and applies appropriate behavior management techniques	X				

Personnel Files 413-215-0061	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
Name	X				
Position	X				
(3)(g) Date of Hire	X				
(3)(a) record of education, training and previous employment	X				
(1)(b) & (3)(b) reference checks complete and documented	X				
(1)(a) & (3)(c) Background check was completed and documented	X				
(3)(d) Annual performance evaluations	X				
(3)(f) Record of personnel actions	X				
(3)(g) Termination date, reason for termination	X				
(3)(h) Current job description (1)(c) Employee meets minimum qualifications stated in current job description	X				

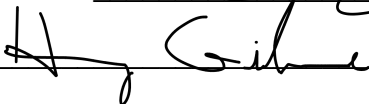
New Employee Orientation- Umbrella Requirements (30 days) 413-215-0061(4)	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(a) Agency policies and procedures	X				
(b) Ethical and professional guidelines	X				
(c) Organizational lines of authority	X				
(d) Attributes of population served	X				
(e) & (5)(a) to (c) Mandatory reporting that includes: (a) legal definition of child abuse ORS 419B.005, Oregon Laws 2016, chapter 106, section 36 (b) legal responsibility to immediately report (c) legal responsibility to report is personal to the employee	X				
(f) Privacy laws	X				
(g) Emergency procedures	X				
Ongoing Training	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
413-215-0831(2)(b) Employees who handle food served to children have a valid food handler's card			X		
413-215-0061(5) Mandatory reporting (annually) that includes: (a) legal definition of child abuse ORS 419B.005, Oregon Laws 2016, chapter 106, section 36 (b) legal responsibility to immediately report (c) legal responsibility to report is personal to the employee	X				
413-215-0836(5)(a) Employees transporting children meet the driver requirements (current driver's license, insurance, trained in emergency procedures & behavior management, and training for 15+ passenger vans if applicable)	X				
Contractors (if applicable) 413-215-0061(6)	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(a) Agency ensures the contractor meets the requirements of this rule and Chapter 413 division 215			X		
(b)(B) Contract includes the following: (i) Services provided (ii) Contractor fees			X		

(iii) Disclosure of information from contractor to agency (iv) Lines of authority (v) Adherence to rules, including background check (vi) Any liability of the agency for acts of the contractor, rights of indemnity and limitations on liability					
Comments/Corrective Actions:					

Children's Records	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
Name of Child	X				
Date of admission	X				
Medication 413-215-0846	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(3) Medical treatments, special diets, physical therapy, physical aides or limitations have a written order signed by a physician or qualified medical professional.	X				
(4) Self-administration is approved in writing by Physician, recommended by agency, and monitored by staff or guardian. (9) <i>If applicable</i> , there is documentation of the continuing evaluation of the ability of the child to self-administer medication	X				
(8) Medication record	X				
Records and Documentation 413-215-0071	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(1) Stored safely and are available for inspection by Dept.	X				
(2) Permanent, legible, dated, and signed	X				
(3)&(4) Uniform in organization, readily identifiable and accessible, current, and complete, containing all required info. No eraser tape or white out.	X				
(7) Permanent registry for each child includes: Name Gender	X				

Birth date					
Names, addresses of parents or guardians					
Dates of admission					
Placement upon discharge					
Comments:					

Licensing Coordinator's Signature:  Date: 9-29-2021

Manager Review:  Date: 9-27-2021